CITY OF MARTINSVILLE, VIRGINIA JOB DESCRIPTION

JOB TITLE: ADMINISTRATIVE OFFICE ASSOCIATE II	DEPARTMENT: VARIOUS
REPORTS TO: DEPARTMENT DIRECTOR	CLASSIFICATION: GRADE 8
FLSA STATUS: NON-EXEMPT	DATE: 3/2012 (REVISED)

NATURE OF WORK

This is advanced and varied clerical/administrative work of a more responsible nature providing clerical and administrative support directly to an upper management position or indirectly to multiple upper management positions.

Work involves performing a variety of responsible and advanced secretarial duties in relieving a supervisor of delegated administrative details and includes skilled typing, computer skills, assisting in the preparation of reports and letters, and other office management responsibilities. Work is performed under the general administrative direction of a supervisor, and requires the exercise of considerable initiative, independent judgment, discretion and confidentiality in handling delegated administrative details and various secretarial duties.

EXAMPLES OF WORK

Answers telephone calls and greets all office customers; screens and refers calls and inquiries as necessary; provides detailed information on departmental services, programs and functions; provides responses and follows through on inquiries, complaints, and requests requiring limited interpretation of laws, rules, regulations and policies.

Maintains appointment schedules; makes travel arrangements and schedules vehicles; relays instructions and messages by radio and telephone; opens and distributes mail; routes reports and correspondence.

Performs a variety of office duties requiring typing and computer skills; may provide assistance in the preparation of deeds, leases, contracts and other legal documents and departmental policies.

Establishes and maintains files; plans and maintains an adequate supply of office materials; provides for routine maintenance of office equipment.

Maintains fiscal and related records where strong technical knowledge is required; assists in preparing budgets and maintains and reconciles budgetary accounts; prepares and/or checks payroll timesheets for submission to Finance Department, vouchers, requisitions, and purchase orders making adjustments and calculations as required; maintains personnel, financial, and similar records.

Assists in the processing of worker's compensation claims and forwards all related correspondence to appropriate departments; follows up on any questions regarding particular claims checking against a variety of records in order to secure complete and accurate information.

Performs related work as required.

MINIMUM QUALIFICATIONS OF WORK

High school graduation (or the equivalent), supplemented by advanced courses in secretarial science or business administration and computer software, with considerable experience in progressively responsible secretarial work and training which provides the following knowledge, abilities, and skills:

Considerable knowledge of secretarial practices and procedures, business English spelling, math, vocabulary, and principles of office management.

Considerable knowledge of modern office equipment, practice and procedures.

Considerable knowledge of department operations, organizations, policies, rules and regulations.

Ability to maintain complex records and to prepare detailed reports from such records.

Ability to make moderately complex decisions in accordance with established policies and procedures.

Ability to independently prepare effective correspondence on moderately complex matters and to perform office management.

Ability to maintain effective working relationships with other employees and the public and to deal with public relations problems courteously and tactfully.

Ability to verbally communicate in an effective manner through the use of the telephone, two-way radio and personal contacts.

Skill in the operation of a personal computer; the ability to perform complex typing/keying tasks. Physical capability to effectively use and operate various items of office equipment, such as, but not limited to, computer, calculator, copier, and fax machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and talk or hear. The employee is occasionally required to walk; use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

While performing the duties of this job, the employee normally will work in an office environment.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.